

I CLAIM

1. A product management method for managing products, product parts, and identifiers associated with the products and product parts, and for monitoring and controlling operations during a repair of a device or site containing the products or product parts, wherein the identifiers and associated material master data are stored in a database, the method which comprises:

generating a first database extract representing the device or site to be repaired from the database, the extract containing the identifiers and associated material master data including warranty data of the device or site;

generating a symbol or an image from the data of the first database extract, the symbol or image being displayable on an input and output device and storable in an image data memory;

inputting one or more serial numbers of the device or of the site into the input and output device for data adjustment;

removing the product or product part to be repaired as a repair part and inputting the spare part, with the identifier, into the input and output device and storing the information;

generating an altered image and generating an altered database extract corresponding to the repaired device or site from said altered image; and

storing the altered database extract in the database memory.

2. The method according to claim 1, wherein the identifiers are unique serial numbers and serial number combinations.

3. The method according to claim 1, which further comprises:

determining whether or not a warranty case is present in the database with respect to the repair part;

delivering the repair part to a vendor as a warranty case or as a repair case without warranty, whereupon the vendor returns the part as a new part or as a repaired part;

supplying the repair part to inventory stock via a goods receipt module and storing in the data memory; and

storing new warranty data of the repair part in the data memory.

4. A data processing system for managing products, product parts, and identifiers associated with the products and product parts, and for monitoring and controlling operations during a repair of a device or site containing the products or product parts, wherein the identifiers and associated material master data are stored in a database and warranty data form part of the database, the system comprising:

a processing module for providing a first database extract associated with the device or site to be repaired from the database, the first database extract containing the identifiers and associated material master data of the device or site;

a processing module for creating a symbol or image from data of the first database extract and storing in an image data memory, wherein the symbol or image is configured for display on an input and output device;

at least one input and output device configured for input of one or more identifiers of the device or the site for the purpose of data adjustment;

a processing module enabling a product or product part to be repaired to be removed as a repair part, whereupon an identifier of a spare part is input into said input and output device and stored;

a processor for generating an altered image and for generating an altered database extract corresponding to the repaired device or site from the altered image; and

a device for storing the altered database extract in the database memory.

5. The system according to claim 4, wherein the identifiers are unique serial numbers and serial number combinations.

6. The system according to claim 4, wherein said processor module and said device for storing are contained in a single system module.

7. The data processing system according to claim 4, wherein the system is configured to:

determine whether or not a warranty case is present in the database with respect to the repair part;

deliver the repair part to the vendor as a warranty case or as a repair case without warranty and forwarded by the vendor as a new part or a repaired part;

supply the repair part to inventory stock a goods receipt module and to store in the data memory; and

store new warranty data of the repair part in the data memory.

8. The data processing system according to claim 4 implemented as a distributed system with a plurality of modules and at least one mobile input and output device.

9. A computerized warranty management system, comprising a plurality of modules configured to perform the method according to claim 1.

10. A computer-readable medium having stored thereon computer-executable instructions for performing the method according to claim 1.